

Privacy Policy

Feline Hyperthyroid Clinic Limited

Last updated: 3 June 2026

1. Who We Are

XXXX Limited (“we”, “us”, “our”) is a company registered in England and Wales. We are committed to protecting your personal data and handling it in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

For the purposes of data protection law, XXXX Limited is the data controller of any personal information collected through this website.

If you have any questions about this privacy policy or how we handle your personal data, please contact us at:

XXXX Limited

4 Maple Court

Davenport St

Macclesfield

SK10 1JE

info@felinehyperthyroidclinic.co.uk

2. What Personal Data We Collect

2.1 Information you provide to us

When you use the contact form on our website, we may collect the following information:

- Your name
- Your email address
- Your telephone number (if provided)
- The content of your message or enquiry

2.2 Information collected automatically

When you visit our website, we automatically collect certain technical information, including:

- Your IP address
- Browser type and version
- Operating system
- Pages visited and time spent on each page
- Referring website address

- Date and time of your visit

This information is collected via cookies and similar tracking technologies. Please see Section 5 (Cookies) for more detail.

3. How We Use Your Personal Data

We use the personal data we collect for the following purposes:

Responding to enquiries

When you contact us via our website form, we use your details to respond to your enquiry and communicate with you about our services. The lawful basis for this processing is our legitimate interests in responding to potential and existing clients.

Analytics and website improvement

We use anonymised and aggregated data from cookies and analytics tools to understand how visitors use our website, identify issues, and improve the user experience. The lawful basis for this processing is our legitimate interests in maintaining and improving our website.

Legal and compliance obligations

We may process your personal data where required to comply with a legal obligation.

4. How Long We Keep Your Data

We retain personal data only for as long as is necessary for the purposes for which it was collected:

- Enquiry and contact form data: retained for up to 2 years from the date of your last contact with us, unless you become a client, in which case it will be retained for as long as necessary to manage the business relationship and comply with legal obligations.
- Website analytics data: typically retained in anonymised or aggregated form for up to 26 months.

When personal data is no longer required, it is securely deleted or anonymised.

5. Cookies

Our website uses cookies — small text files stored on your device when you visit a website. We use the following types of cookies:

Strictly necessary cookies

These are essential for the website to function correctly. They cannot be switched off. No personal data is collected through these cookies.

Analytics cookies

We use analytics tools (such as Google Analytics) to collect anonymised information about how visitors use our website. These cookies help us understand traffic patterns, popular pages, and where visitors come from, so we can improve our website. The data collected is aggregated and does not identify individual users.

You can control and manage cookies through your browser settings. Most browsers allow you to refuse cookies or delete existing ones. Please note that disabling certain cookies may affect the functionality of our website.

For more information about cookies, including how to manage them, visit www.allaboutcookies.org.

6. Who We Share Your Data With

We do not sell, rent, or trade your personal data. We may share your data with:

Service providers and data processors

We may share data with trusted third-party service providers who process data on our behalf, such as website hosting providers and analytics platforms. All such providers are required to handle data securely and in accordance with UK GDPR, under a written Data Processing Agreement.

Legal requirements

We may disclose your personal data where required to do so by law, or in response to a valid request from a law enforcement authority or regulatory body.

We do not transfer your personal data outside the UK or the European Economic Area (EEA) unless adequate safeguards are in place.

7. Your Rights

Under UK GDPR, you have the following rights in relation to your personal data:

- Right of access – you can request a copy of the personal data we hold about you.
- Right to rectification – you can ask us to correct inaccurate or incomplete data.
- Right to erasure – you can ask us to delete your personal data in certain circumstances.
- Right to restrict processing – you can ask us to limit how we use your data.

- Right to data portability – you can ask us to provide your data in a portable format.
- Right to object – you can object to processing based on legitimate interests.
- Right to withdraw consent – where processing is based on consent, you may withdraw it at any time.

To exercise any of these rights, please contact us using the details in Section 1. We will respond to your request within one month. There is no charge for making a request.

If you are not satisfied with how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office

Website: www.ico.org.uk

Helpline: 0303 123 1113

8. Third-Party Links

Our website may contain links to third-party websites. This privacy policy applies only to our website. We are not responsible for the privacy practices of any third-party sites, and we encourage you to read their privacy policies before providing any personal data.

9. Changes to This Privacy Policy

We may update this privacy policy from time to time to reflect changes in law, our business practices, or the services we offer. The date at the top of this document indicates when it was last revised. We encourage you to review this policy periodically.

10. Contact Us

If you have any questions, concerns, or requests relating to this privacy policy or your personal data, please contact us at:

Luke O'Connor Services Limited

[Registered address]

Email: [contact email address]